

The Northern Light

Volume 3, Number 2

Milwaukee Recruiting Battalion

2nd Quarter, Fiscal Year 2001

DEPs swear in at Bucks vs. 76ers game

By Andrew Madsen

The Army took center stage at the Bradley Center March 17 moments before the Milwaukee Bucks tipped off against the Philadelphia 76ers.

As players from both teams finished their pre-game shoot-around, a color guard made up of Milwaukee Company recruiters strode onto the court for the playing of the National Anthem by the 84th Division Band. Once the color guard and band had finished, a group of local DEPs marched to center court for a public swear-in ceremony administered by Col. William McKeown, 84th Division chief of staff.

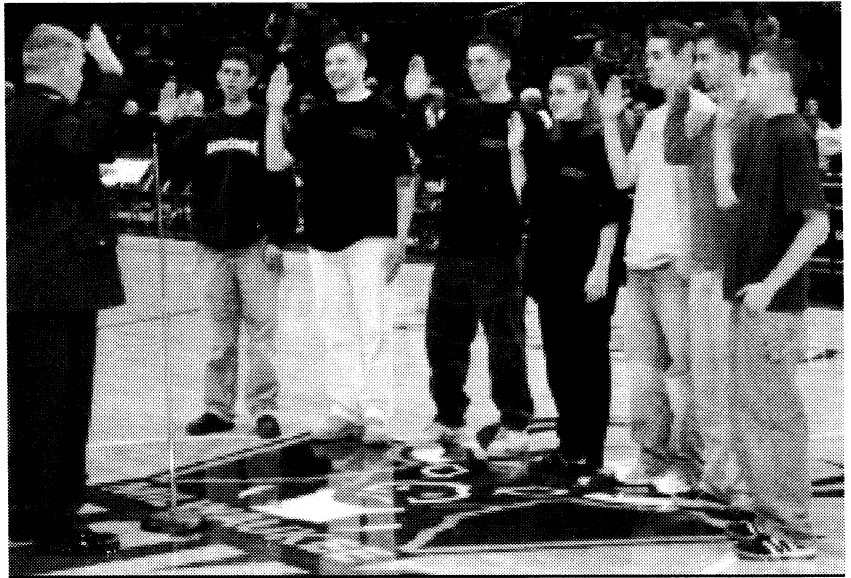
"This was an excellent chance to show the people of Milwaukee some of our future soldiers," said Sgt. 1st Class Bennie Bounds, Waukesha. "And it was motivating to our DEPs as well."

The Bucks made more than 500 discounted tickets available to the Milwaukee Battalion and the 84th Division as part of the promotion. Despite the large number of half-priced tickets, more could have been sold had they been available. The game between the top two teams in the NBA's Eastern Conference was a sold out, standing-room only affair.

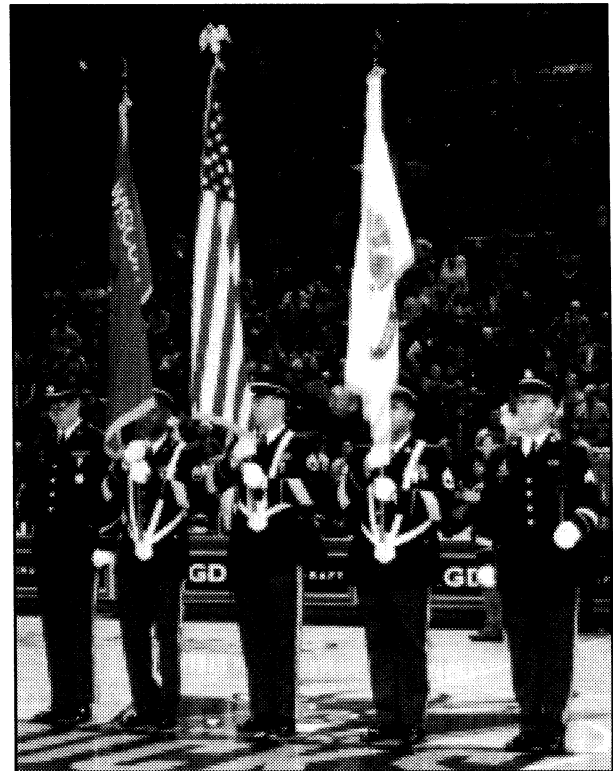
As fans started passing through the turnstiles, the 84th Band played a variety of melodies in the grand atrium. More than a few passers-by stopped to listen and tap their feet to such favorites as "The Army Song" and "Johnny Comes Marching Home Again."

The color guard consisted of Sgt. 1st Class Jerry Clements, Staff Sgt. Gene Montoya, Staff Sgt. Rex Ramsey, Sgt. Paul Wagner and Sgt. Mike Wichgers. For Montoya, this was another golden opportunity for recruiters to get out in the community.

"Anytime we're out in front of people, we're getting our message out there," Montoya said. "Besides that, we got to watch a great basketball game!"



Col. William McKeown, 84th Division Chief of Staff, swears in seven Milwaukee Company recruits before the Bucks game. (Photo by Rob Williams)



The Milwaukee Company Color Guard present the colors before the game. (Photo by Rob Williams)

Command Comments

Reflection is key to gaining success

By Lt. Col Mark O'Neill

Reflection is a pretty interesting concept and as soldiers is something we need to do every now and then. General Douglas MacArthur put it this way, "A good soldier, whether he leads a squad, a platoon or an Army, is expected to look backwards as well as forward, but he must think forward." In the world of recruiting and in my present position as your commander, I do a lot of looking forward as well as backwards. To me, that's important!

As you all know by now the O'Neill's will depart the Wolfpack family at the end of July. The things this Battalion has accomplished over the last two years have been incredible! Sure we can look over all the awards USAREC has given us but as I reflect back I look at the other more important items on the list of accomplishments.

Thru the Lens

Realizing and taking advantage of opportunities

By Rob Williams

During my short tenure here, I have noticed four things overall which need improvement - information, communication, data and opportunity. My use of the word improvement is of positive action. We are not actively using the resources available to us in achieving success.

Information. If you are not checking your e-mail, not reading the newspaper, not visiting both the intra and internet sites, not listening to the radio and not watching the evening news on a daily basis, you apparently don't get it! Nothing. You are living in a void. All these are necessary in successfully doing your job. I get "read" responses to tasking e-mails 30 days after they were sent. Unread e-mails. "Oh, I must have deleted that one" during a follow-up phone call. Why?

I check my e-mail at home at least twice a day, just like each of you should who use dial-up connections. While at work, I stay online because I can on the network. When I send a message to my boss, the commander, XO or higher headquarters, I usually have a response - and a record - within minutes. USAREC has spent millions of dollars to equip each of us with high technology assets. It's time to start

These items are those intangibles that go on day-to-day behind every desk in the battalion or at every home at night in this great unit. If you don't think this is a great unit then you're wrong! My family and I have been blessed for over 25 years in this Army and as you can imagine we have been in a lot of units. None of these other units ever had to do their real world mission everyday!

Your ability to get up every day and fight the fight to keep our Army the most powerful land force the world has ever seen is just amazing. It's hard, dirty work with little thanks other than a few trinkets that in a few years will be placed in some box and put in the basement to be forgotten. What will not be forgotten are all those countless lives you have affected for years to come! Yes, you have changed lives, and

those changed lives will be the future leaders of this country. The end result will be that we as a country continue to grow and continue to be the world leader.

That's a pretty good award for you to hang on the wall. We all know the Army affects people in many ways. Do you realize you may have helped enlist a future President of the United States, a mayor or a super teacher! Or how about a great mom or dad. This is something to reflect on and be proud of. I know I am.

So, in the future, when you start feeling sorry for yourself or are having a bad day, reflect back a little and think of all the good you have done. Smile and get back to work, for the next person you help may be someone special for this country. Good luck and God bless all of you.

using them for their intended use.

Communication. Communication is more than a cell phone or a computer. It's called talking to each other. When something is going on that needs some attention we need to send an e-mail, make a phone call, drop by and arrange, send a letter. When something changes from what was planned or detailed, communication is the vehicle to make sure it happens to the best possible advantage. After the fact does not work. After the fact harms what we are trying to make positive and proactive.

Data. Every recruiter has a laptop to assist them in doing their job. You can plug it in at a prospect's home and take the prospect, mom and dad through the virtual reality of basic training. Take them through the requirements of a certain job. Show them the challenges and realities of military life. You can stay in touch with high school and college counselors and potential applicants through e-mail. You can get all those leads from potential soldiers who visit the goarmy.com website or call the 800-USA-ARMY number for more information about the Army and its opportunities. But, you must access the ARISS system daily to get the information. Again, USAREC has paid out mega-bucks to provide you with

these tools. Use them.

Opportunity. Lastly, but most importantly is capitalizing on opportunity. In the past few months, I have seen opportunity pushed aside far too many times. When a school calls the battalion to get a recruiter to attend a job fair because the station could not provide one! Missed opportunity. When an RSB asset is scheduled and last minute changes are made. Missed opportunity. When a young person asks about Army opportunities at the local convenience store and you don't have a card and make an appointment. Missed opportunity. Point made.

My gist to all of this - resting on my 35 years of communication experience and 20 of it as a soldier and NCO - is these are all parts of our jobs. Not using these assets makes no sense. Thirty years ago there was the draft and then came the modern volunteer Army. The support each recruiter had then was far less than the support and assets we have now. Take advantage of them, utilize each to the fullest extent and create success by using these tools. They are provided to us to gain success.

We are "An Army of One." Each and every soldier - potential, active, reserve or retired - counts.

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Recruiter Corner

Getting the most out of an RSB asset*By Rob Williams*

"Having everything ready for the exhibit is probably one of the most important things a recruiter can do to get a good showing with any RSB exhibit," said Sgt. 1st Class Gregory Clark, a 10-year Chicago and midwest recruiting area veteran and now an exhibitor for the Multiple Exhibit Vehicle (MEV), Recruiting Support Brigade, Fort Knox, Ky.

"This includes having the faculty prepared and classes scheduled, the room set up the day before, and ensuring the exhibitor has talked with the recruiting station at least four days before the asset is scheduled," said Clark. "That way there are no problems or disconnects in getting the most out of the exhibit and its intended use."

As soon as Station Commanders get notification of an RSB asset, they should assign the project to a recruiter based on the station needs and current trends in the area. The station commander is responsible for ensuring proper use of the asset. This includes ensuring all information is sent to A&PA for scheduling, ensuring any changes in showsite, times or other details are immediately sent to A&PA and the After Action Report is completed and provided to A&PA within five working days after the event.

Another thing Clark asserts is to use the asset to get into schools that are hard to gain entrance to or don't release senior lists. "With the multiple Discovery Channel programs we have now, it makes it much easier to get into those schools that are difficult to get into. There are now four venues to offer — Army, academic, patriotism and curriculum — each with something to allow us to present the Army and its benefits and also meet the needs of the school."

Additionally, USAREC Regulation 601-93 states, "The emphasis on exhibition is intended to develop quality leads and improve access to the primary market. ...this includes schools that have test score category I-III A, do not release high school senior lists, are not direct mail targets or have not permitted ASVAB tests."



Sgt. 1st Class Gregory Clark talks with teachers and students while showing the new Hummer Multiple Exhibit Vehicle at Kenosha Military Academy on March 9.

Going to the school a recruiter already has a relationship with is not the best use of the asset according to Clark. "Using the asset as a reward to a school is probably the worst use. When scheduling the asset, use it to break new ground and put it in schools that have our primary target audience," says Clark. "Also, using it in schools with low prime target attendance is also a waste. If the kids can't get excited about us being there we are wasting both the recruiter's and exhibitor's time as well as the government's dollars."

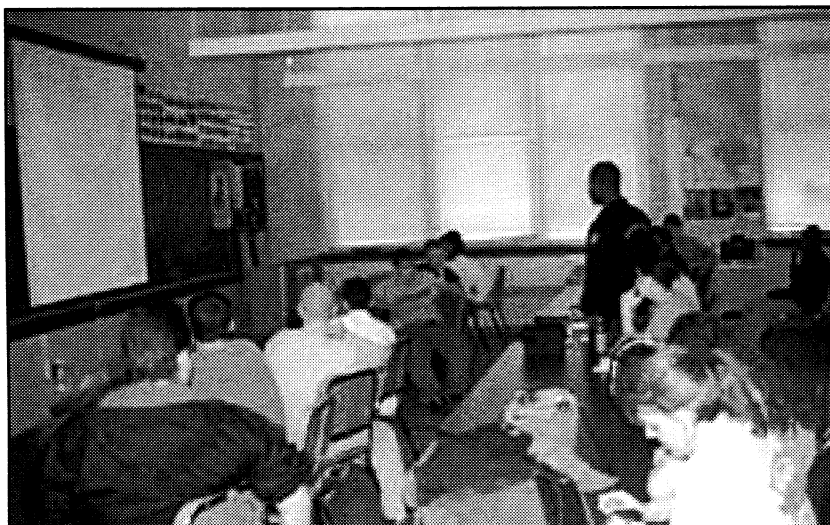
"By touching base with the school point of contact on a regular basis the recruiter builds a rapport with the school as well as getting the point of contact excited about the upcoming exhibit," says Clark. "This in turn can funnel down to the teachers and especially the kids. It makes for a much better show." Clark recommends the recruiter placing the asset talk with the school point of contact several weeks in advance and then at least once a week before the exhibit is scheduled and finally the day before the event to ensure everything is still being conducted as scheduled.

Staff Sgt. Rex Ramsey, Milwaukee North Recruiting Station, had the MEV on March 14. He successfully placed it in North Division High School. "I contacted the school about a month in advance," said Ramsey. "I also talked with the shop teacher to be able to put the Hummer inside in case of cold or inclement weather."

Additionally, Ramsey coordinated to have four Hometown Recruits at the school during the presentations. "The Hometown Recruits added credibility to what we were telling the students because they just completed basic training and offered their own experiences to the presentations. We also had the presentations scheduled all day long and rotated all the seniors through both the Hummer area and showing The Army Experience video along with a Discovery Channel video that coincided with the instructors curriculum," said Ramsey.

"I ended up getting 90 leads from the exhibit," Ramsey said. "By using the exhibit to the fullest extent I got many more leads than I would get in most other instances."

Any RSB asset the recruiter has the opportunity to use costs the Army plenty of dollars. Use it as effectively as possible.



Sgt. 1st Class Gregory Clark, Recruiting Support Brigade gives a presentation to a class at Kenosha Military Academy.

Battalion Success

Educators get first-hand

By Sgt. Ed Passino, Belvoir Eagle

Fort Belvoir, Va., March 29, 2001 - A group of teachers, professors, principals, counselors and other educators found the roles reversed Tuesday during their tour of Fort Belvoir as part of the Milwaukee Educators' tour.

The tour program, which began 20-plus years ago, is used as a recruiting tool for the Army. It enables educators to get an inside view of the Army and what it takes to be a soldier.

"We go on two annual tours as part of our recruiting," said Harry Vartigian, an education services specialist with the U.S. Army Recruiting Battalion from Milwaukee.

While here, the group of educators ate breakfast and talked with soldiers in advance individual training at the Defense Mapping School.

"By talking with some of the young soldiers straight out of high school, we as teachers get to see what they're going through," said John Dobyns, a biology teacher at Milwaukee's Freedom High School. "This enables us to relay information back to our students who might be thinking about joining the military after high school."

After eating with the students at the consolidated dining facility, the educators were welcomed by the post command group at the post headquarters in Abbott Hall.

Soon the educators found themselves at DMS, learning about topography and how it impacts performance on the



Educators had an open exchange of experiences with members of the "Old Guard" at Fort McNair, Va. during the Educator's Tour to the Military District of Washington.

battlefield. They got a first-hand look at the techniques the school's students use in learning their military trade.

Dobyns, who found the mapping software fascinating, said high school students are "scared off by the word 'military' because they only think of infantry."

"But that's not all the military has to offer," he said. "Now I can go back to those students and tell them that the military offers much more."

The training unit's barracks were the next stop on the tour, as the group got a glimpse into a soldier's "life in the barracks."

"They're getting the whole view today, from the schooling to barracks' life," Vartigian said of the educators. "This trip is so they can see the Army from the top on down. When we went to Fort Benning, [Ga.], they saw the other side of the coin. In this area [Military District of Washington] the atmosphere is a little different. We'll see more of that life tomorrow when we visit the Pentagon and Fort McNair."

After lunch at the officer's club, the group continued with a visit to the Night Vision and Electronic Sensors Directorate. There, the group was briefed on the history and current mission of NVESD — research and development that will improve the nation's warfighting capabilities.

"This experience is great, it really does expose us to different lifestyles the military offers," Dobyns said. "Not every student is ready for college and not every student can afford college. But knowing what the Army can do to better one's life is critical in helping that person decide on their future."

(Sgt. Ed Passino is a staff writer with the Belvoir Eagle.)



Tour educators get a briefing from Advanced Individual Training Company Commander Capt. Kuhzar at Fort Belvoir, Va.

Photos by

Capt. Jody Grahl

Centers of Influence

look at 'An Army of One'



Visiting the horses at the Caisson Platoon at Fort Myer.

By Harry Vartigian, Ed. Spec.

Twenty Wisconsin and upper Michigan educators visited the Military District of Washington as part of the U. S. Army's educator tour program March 26-29.

"Educators need to know about all the great Army training and education opportunities for their students," said Lt. Col. Mark P. O'Neill, Milwaukee Army Recruiting battalion commander and tour host. "They now have first-hand experiences with real soldiers they can share with their students."

Highlighting the trip was a tour of the Pentagon and a briefing by Lt. Gen. Timothy J. Maude, Deputy Chief of Staff for Personnel. Maude gave the educators an insightful and edifying explanation of the Army's new slogan "An Army of One." He also showed them the Army's new Basic Training web site and encouraged all of them to follow up on future installments of the basic training experience. Maude thanked all of the educators for their great support and awarded each participant with one of his personal command coins in appreciation of all they do for our recruiting efforts.

At Fort Belvoir, Va., the educators dined with Advanced Individual Training troops at "o'dark thirty." They then visited the Defense Mapping Agency where students study cartography, printing and math. This gave all the educators an opportunity to speak with the soldiers one on one and to see them receiving their training in school.

"This was very worthwhile," said Janet West, guidance counselor at Argyle High School. "I truly have learned a lot more about the Army-it will greatly assist me in speaking with my students and en-

couraging them to make better career decisions."

Highlights of their visit to Fort Belvoir also included a demonstration of the Army's high-tech Night Vision equipment and a visit and briefing at the Fort Belvoir Army Education Center.

The educators spent an entire day at Fort Myer and Fort McNair where they were able to see the Caisson Platoon, 3d Infantry Old Guard. They also visited the stables and saw the unique horses that

work daily funeral duty at Arlington National Cemetery. In addition, they saw the U. S. Army Band and Chorus and listened to live rehearsals of both.

A special treat was a performance by the U. S. Army Fife and Drum Corps whose lively performance left an unforgettable impression on everyone.

Perhaps the most impressive event for the educators was the visit to the Tomb of the Unknowns. The tour group actually got to go into the Tomb Sentinel's quarters and received a first-hand and very impressive briefing by a young Sentinel Guard.

The positive results and feedback from this tour are still coming in.

"I appreciated the opportunity to experience the options available to persons entering the Army," said Sharon Kabes, principal of River Falls High School. "The 'New Army' and the strong educational emphasis along with the values integrated into all that really impressed me. I think all of the educators feel that we were able to learn a great deal. I know that I can now encourage young people to explore the opportunities available to them and can describe some of the things we experienced first-hand. Thanks for a wonderful experience."



The educators witnessed the changing of the guard at the Tomb of the Unknowns at Arlington National Cemetery.

Army to field new suicide pro

Compiled by Staff Sgt. Marcia Triggs

WASHINGTON (Army News Service Feb. 26, 2001) — The Army has developed a new suicide prevention campaign plan that officials said should be released to the field this spring.

"Soldiers, Leaders and Communities Saving Lives" is the plan's title. It focuses on training people about how to recognize early signs of suicidal behavior and how to intervene.

The plan was formed after the Army had a 26 percent increase in active-duty suicides between 1997 and 1999, said Lt. Col. Jerry Swanner, the Army suicide prevention program manager at the Pentagon. He said the problem seemed to culminate in January last year when the Army had six confirmed suicides in the first five days of the year.

"Obviously, this caused great concern within the Army leadership," Swanner said, adding it prompted Army Chief of Staff Gen. Eric K. Shinseki "to direct a complete review of the Army's suicide prevention program."

The Department of the Army Suicide Prevention Working Group — which consists of policy officers, chaplains, and psychiatrists across the Army staff — launched into an exhaustive study. The group examined numerous reports and studies including the U.S. Surgeon General's "Call to Action to Prevent Suicide," published in 1999.

The group also met with leading civilian psychiatrists in the field of suicide prevention, including Dr. David Shaffer, who was commissioned by the assistant secretary of Defense for Health Affairs in 1996 to analyze all DoD Suicide Prevention programs.

"We used to believe that suicides were from stress, and if we reduced stress that would reduce the risks of suicides," said Swanner. However, he said recent studies indicate the majority of suicides occur due to some form of psychiatric disorder.

Stress can trigger the desire to commit suicide, but stress alone is not sufficient enough for someone to commit suicide, said Col. David Orman, the psychiatry consultant to The Surgeon General of the Army.

The new Army suicide prevention model focuses on four major areas: devel-

oping life-coping skills, encouraging help-seeking behavior, raising vigilance on suicide awareness, and integrating and synchronizing unit and community programs.

Although draft versions of the new campaign plan have already been sent to the Army's major commands, Swanner expects the official release sometime within the next six weeks.

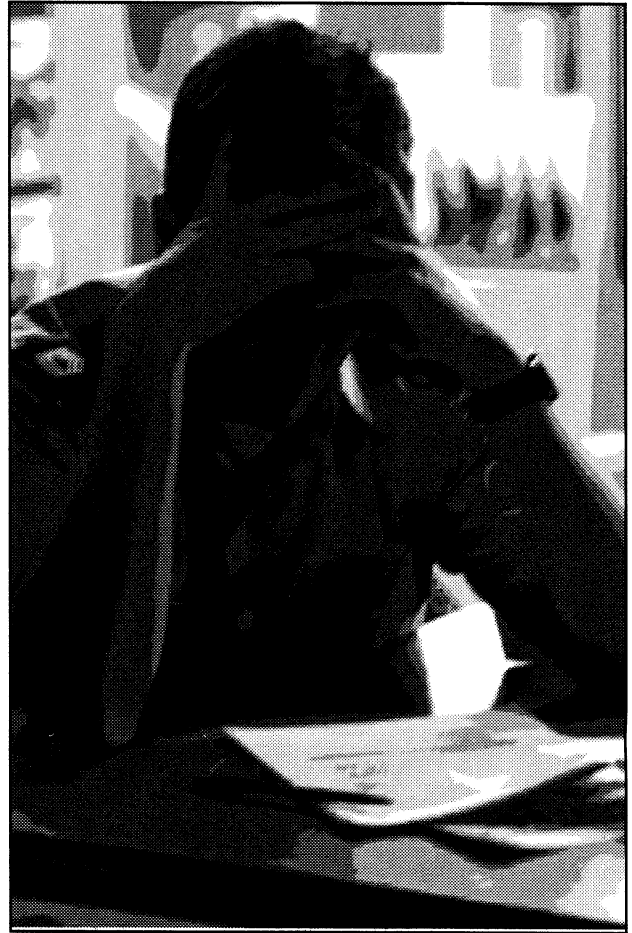
He said the working group is waiting for a final DoD directive concerning "psychological autopsies" and the requirements for a standardized suicide surveillance format.

The new campaign plan encourages leaders to reinforce positive life-coping skills. One such program, which originated in the 25th Infantry Division, is "Building Strong and Ready Families." It focuses on developing interpersonal communication skills between married couples. The Army has recently funded a pilot program for a selected number of brigades.

About 75 percent of all soldiers who committed suicide last year were experiencing "significant relationship problems" in their personal life, said Lt. Col. Glen Bloomstrom, a chaplain in the Family Ministry Office for the Army's Chief of Chaplains.

Some recruits enter the Army predisposed to mental illness, Swanner said. He said the Army Surgeon's General Office and TRADOC are now determining the feasibility of pre-screening recruits for dysfunctional behavior during the early stages of initial entry training. He said those determined unfit for duty would ideally be separated before they reach their first unit of assignment.

On the other hand, Swanner said the Army should not discriminate against those who seek and receive mental health treatment. He would like to change the stigma associated with mental health care.



"We must tear down these barriers that prevent our soldiers from receiving the professional mental help that some so desperately need and deserve," Swanner said.

Swanner said dramatic change could only occur if there's a shift in the "gung-ho, drive-on" mentality that implies seeking help is a "sign of weakness."

When soldiers realize they need help, it's a sign of individual strength and maturity, not of weakness.

In the new program, the Army is turning to Living Works Education, a public service organization based in Calgary, Canada, that has developed a workshop titled "Applied Suicide Intervention Skills Training" or ASIST. The focus of the training is to provide anyone who might come in contact with a person at risk for suicide with the confidence and tools to take immediate life-saving actions, Swanner said, until the individual can be seen by a mental health care professional.

evention plan and training

The goal is to eventually have one ASIST-trained soldier within every battalion to assist the commander in determining the actual risk of self-injurious behavior.

But Swanner said all counselors that come in contact with soldiers in need would benefit from the workshop. Trial defense lawyers, MPs and even unit leaders preparing for an extended deployment should take ASIST training. To accomplish this goal, the campaign plan calls for two ASIST trainers at every installation.

Currently there are only three ASIST-qualified trainers, but that number will soon change as TRADOC is sponsoring a trainers course for 30 of their chaplains during the first week of March.

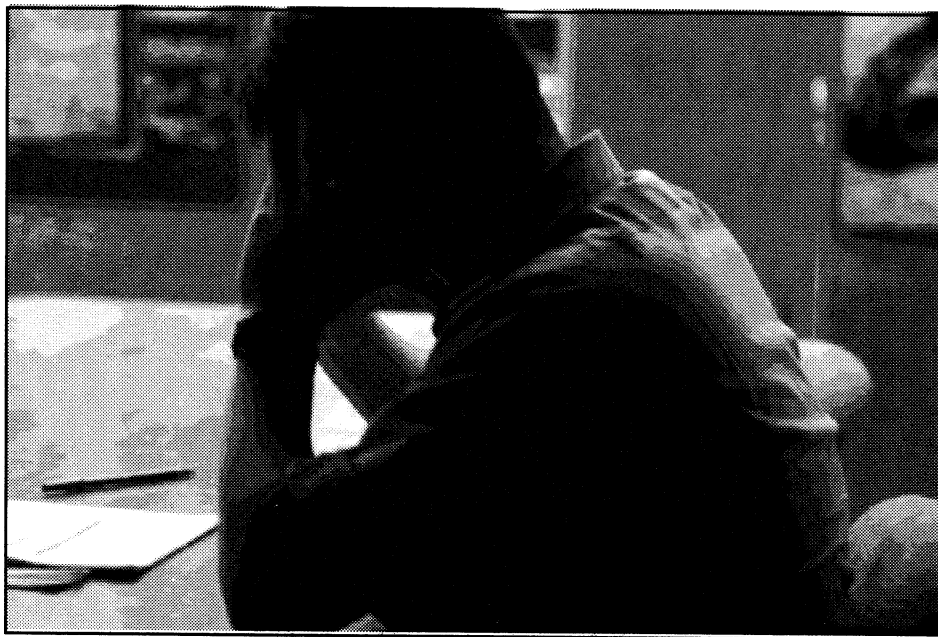
ASIST should be considered as "triage" for suicidal risk, Swanner said.

"Chaplains have been receiving training on suicide prevention for a long time now, but ASIST will give everyone that receives the training a common language," said Lt. Col. Gregory Black, staff chaplain for the U.S. Army Center for Health Promotion and Preventive Medicine. "If a commander or counselor has to refer a soldier to Mental Health, they can give a proper risk assessment."

To standardize suicide prevention training, USACHPPM and the American Association of Suicidology have published "Suicide Prevention, A Resource Manual for the U.S. Army." The manual contains three lesson plans: one for individuals, one for formal gatekeepers, and one for medical professionals. The manual is available on the USACHMMP web site at <http://chppm-www.apgea.army.mil/dhpw/default/htm>.

Throughout the creation of the campaign plan, one theme was emphasized over and over again by the senior Army leadership. That is, suicide prevention is a leader's responsibility. Therefore, he said the plan was prepared to assist installation commanders in the refinement of their own suicide prevention policies and programs that are outlined in AR 600-63 and DA Pam 600-24.

"The bottom line is to get involved and take action," Swanner said. "After all, you may be the very last person to have a chance to help."



Commentary:

Suicide prevention is everyone's job

By Staff Sgt. Marcia Triggs

WASHINGTON (Army News Service, Feb. 26, 2001) — It sometimes takes a village to help save "an Army of one."

The Army's new suicide prevention campaign seeks to train more people on how to recognize early signs of suicidal behavior and intervene until a mental health professional is available.

The bottom line is: everyone needs to get involved.

"Soldiers, Leaders and Communities Saving Lives" is the campaign motto. As the motto indicates, it's time to stop thinking that suicide prevention is just the commander's responsibility. It's the community's responsibility when it's not communicated to the proper officials that a soldier is in need of help.

The U.S. Army Center for Health Promotion and Preventive Medicine and the American Association of Suicidology said in the last 10 years suicide has been the second leading cause of deaths in the U.S. Army, and that 10 times more soldiers have committed suicide than have died in hostile fire.

I've heard soldiers complain about their free time being taken away because they had "crazy horse" watch. Most soldiers are unaware that suicide is a psychiatric disorder, and they think that the majority of individuals who threaten to commit suicide just want attention or they are trying to get out of work.

Unfortunately it could only take one time for a soldier's cries to go unheard before he

decides to take his own life.

There are four types of suicidal behavior: thoughts, gestures, attempts and the completed act, according to USACHPPM.

The American Association for Suicidology said 6 percent of the American population has thought about suicide within the last 12 months. Gestures are made by those who act upon the thought, but do not want to die. Attempts are failed suicides, and then there are those who actually take their own life.

We cannot make the determination whether someone is serious about harming himself or herself. When I say we, I mean those of us that are not mental health professionals, counselors or chaplains.

The new program will make it mandatory for all soldiers and Army civilian personnel to attend a briefing on suicide risk identification and what support agencies are available in the community.

This briefing shouldn't be viewed as another disruption in the duty day. Most suicides are preventable and being knowledgeable on suicidal behavior can possible help you save your buddy.

The Army was the first military branch to establish a suicide prevention program. It was started in 1984 and until now there have not been any major revisions to the policy. The experts in the psychiatric field devised the new prevention plan, but the only way it's going to work is if soldiers learn how to recognize the symptoms of suicidal behavior and take it serious.

Quarter Awards

The following are the quarterly awards for the 1st Quarter of FY 2001:

Top RA Recruiter
Staff Sgt. Brian McKinney
Stevens Point

Top New RA Recruiter
Cpl. Jared Fortun, LaCrosse

Top USAR Recruiter
Staff Sgt. Bradley Dallman, Janesville

Top OP Station
Madison Central
Sgt. 1st Class David Kagan

Top Large Station
LaCrosse - Sgt. 1st Class Vern Tranberg

Top Guidance Counselor
Sgt. 1st Class Jeffrey Murphy, Bn. Hq.

Top Company
Portage

Soldier of the Quarter
Sgt. 1st Class Michael Kreul, Bn. Hq.

Civilians of the Quarter
Category 1
Monica Taylor, Cmd. Sec.
Category 2
Richard LeClerc, Spt. Svcs.
Category 3
Jean Cruz, IMO
Category 4
Patricia Grobschmidt, A&PA

The following are the quarterly awards for the 2nd quarter, FY 2001:

Top RA Recruiter
Staff Sgt. David Garland, West Allis

Top USAR Recruiter
Staff Sgt. Brian Brook, Racine

Top OP Station
Greenfield - Staff Sgt. Michael Ashley

Top Large Station
West Allis
Sgt. 1st Class Cheryl Broussard

Top Guidance Counselor
Sgt. 1st Class Mark Finney, Bn. Hq.

Top Company
Milwaukee

Soldier of the Quarter
Sgt. 1st Class Fernando LeBron, Bn. Hq.

The following Department of the Army awards were presented since the last issue:

Meritorious Service Medal
Maj. Robert MacMullen, Northwoods
Capt. Jon Narimatsu, Fort McCoy
Master Sgt. Theodore Elias, Bn. Hq.
Sgt. 1st Class Danny Garcia, Bn. Hq.

Army Commendation Medal
Master Sgt. Samuel Hawkins, Eau Claire
Sgt. 1st Class Curtis Bergeron, Bn. Hq.
Sgt. 1st Class Michael Kreul, Bn. Hq.
Sgt. 1st Class Lloyd Powell, Madison
Sgt. 1st Class Scott Ramsey, Eau Claire
Staff Sgt. Ronald Deutsch, Burlington
Staff Sgt. Daniel Faust, Rice Lake
Staff Sgt. David Foster, Stevens Point
Staff Sgt. Dedric Knox, Madison

Recruiter Awards

Recruiter Ring
Sgt. 1st Class Cheryl Broussard, West Allis
Sgt. 1st Class Brett Fischer, Baraboo

3rd Sapphire Star
Staff Sgt. Mark Williams, Sheboygan

2nd Sapphire Star
Sgt. 1st Class Bennie Bounds, Waukesha
Sgt. Jason Conley, Ironwood
Sgt. Brian Pollack, Eau Claire

1st Sapphire Star
Staff Sgt. Laverne Barnhardt, Ladysmith
Sgt. James McDuffie, Greenfield

Gold Badge
Sgt. 1st Class Jerry Clements, West Allis
Staff Sgt. David Garland, West Allis

3rd Gold Star
Sgt. 1st Class Carla Anderson, LaCrosse
Staff Sgt. John Berger, Racine
Staff Sgt. Brian Brook, Racine

2nd Gold Star
Staff Sgt. Gregory Witte, Green Bay
Cpl. Jason Porter, Madison

1st Gold Star
Sgt. Antwan Jones, Shorewood
Sgt. Michael Wichgers, Greenfield
Cpl. Jason Porter, Madison

DA Awards

Army Achievement Medal

1st Sgt. Barney Pinckney, Milwaukee
Sgt. 1st Class Fernando LeBron, Bn. Hq.
Staff Sgt. Bradley Dallman, Janesville -2
Staff Sgt. Brian McKinney, Stevens Point
Cpl. Jared Fortun, LaCrosse

Civilian Superior Performance Award

Ron Moneyhan, IMO
Jean Cruz, IMO

Civilian Army Achievement Medal

Patricia Grobschmidt, A&PA
Julie Moe, Opns.
Margaret Schulz, Budget
Rose Marie Thompson, Family Spt.

Army names top recruiters for FY00

FORT KNOX, Ky. (Army News Service, Feb. 13, 2001) — U.S. Army Recruiting Command announced the top recruiters for fiscal year 2000 at an awards banquet held last month in Nashville, Tenn.

Sgt. 1st Class Michael S. Luff, assigned to the Miami Recruiting Battalion, has been selected as the active Army recruiter of the year. Sgt. 1st Class Michael R. O'Brien of Texas was chosen as the U.S. Army Reserve recruiter of the year.

Luff works out of the Delray, Fla., recruiting station, where he has served for two years and has qualified 32 applicants for enlistment.

"His professional knowledge as a recruiter, his positive make-it-happen approach to recruiting, his devotion to duty, and his technical expertise exceed the level normally associated with one of his rank and experience," said Command Sgt. Maj. Thomas Lipuma, Miami Recruiting Battalion.

Prior to being assigned to recruiting duty in 1998, Luff was trained as a medical specialist and served during Operation Desert Storm as an aid station medic.

"It's an honor to be selected," said Luff. "Helping people is the bottom line. If I feel I am improving someone's life, it gives me a sense of purpose and satisfaction."

Army Reserve recruiter O'Brien is assigned to the Dallas Recruiting Battalion and recruits from the Copperas Cove, Texas, station.

"Sgt. 1st Class O'Brien consistently achieves and overproduces his USAR mission, usually prior to the third week of the month," said Command Sgt. Maj. Steven Hixon, Dallas Recruiting Battalion. "He is a team player who is not only concerned with his mission, but works with diligence to ensure the success of the entire station as well."

O'Brien wears three sapphires on his gold recruiter badge and earned the U.S. Army recruiter ring in June.

Westphal named Acting Secretary of the Army



By Staff Sgt. Jack Siemieniec
WASHINGTON — Dr. Joseph W. Westphal has been designated acting secretary of the Army, effective March 5.

Westphal had been serving as the assistant secretary of the Army for civil works, a position he had held since June 1998.

As the assistant secretary, he was charged with civilian oversight and leadership of the U.S. Army Corps of Engineers and administration of Arlington National Cemetery.

The departure of the previous acting secretary — who was also the under secretary of the Army — Gregory Dahlberg, left a vacancy at the service's top civilian post. Since Westphal had already been through the "presidential appointment and senate approval" process, he was eligible to move into the job, officials said.

Westphal has a long history on Capitol Hill and other government experience, officials said. Westphal has served on both House of Representative and Senate committee staffs over the years.

Immediately prior to coming to the Pentagon in 1998, Westphal had been the senior policy advisor for water at the U. S. Environmental Protection Agency. As such, he worked on issues relating to the Clean Water Act, Mississippi River water quality and international agreements.

Dahlberg, the past under and acting secretary, has returned to a position on Capitol Hill as the minority staff director for the House Defense Appropriations Subcommittee.

As for naming a permanent secretary of the Army, President George W. Bush has made no official announcement — as of this date — concerning a nomination. (ARNEWS)

Stripes may come before PLDC

By Staff Sgt. Marcia Triggs
WASHINGTON — Some specialists who make the promotion cutoff score will soon be able to pin on sergeant stripes before attending the Primary Leadership Development Course.

Beginning in May, specialists who meet the cutoff score for promotion — but are operationally deployed, on a temporary profile or on the waiting list to attend PLDC — may receive a conditional promotion to sergeant, said Sgt. Maj. Franklin Raby, a personnel policy integrator for the Department of the Army's Office of the Deputy Chief of Staff for Personnel. But the conditional promotion can only be made upon a commander's request, Raby said.

The early promotions should increase readiness numbers, he said.

This new initiative, however, may lower the monthly number of specialists selected for promotion, Raby said.

"We select about 2,500 specialists a month to be promoted, but on average only about 80 percent get promoted. The others either separate from the service or lose their eligibility and get removed from the list," Raby said. "Those numbers may fluctuate because we currently have 5,000 specialists who have made the cutoff and are waiting to attend PLDC."

Promotions to staff sergeant should remain the same, Raby said.

"Our promotions are based on projected losses. We select numbers to try to maintain a grade at 100 percent operational. So if we project that a grade is going to suffer a loss because of separation, retirement, promotion or reduction in rank, we base our promotions off of that number."

Raby said that when the actual numbers come in, if they are greater than or less than projected, DCSPER will adjust the next month's promotion cutoff scores to make up that difference. Projections are usually fairly accurate, he said, because they are based on previous promotions during the same time period.

There were 2,500 specialists and 1,300 sergeants selected for promotion in March; however there could have been 1,486 more promotions in 'STAR' military occupational specialties if there had been more soldiers on the standing promotion list, Raby said.

MOSs categorized under 'STAR' are those that don't have enough soldiers on the standing promotion list to fill their vacancies for sergeant and staff sergeant. In November of last year there were 44 'STAR' MOSs with 1,788 vacancies, in March there are 41 'STAR' MOSs with 1,486 vacancies. Raby said due to structural problems there will always be 'STAR' MOSs, but the main problem is that not enough soldiers are being sent to the promotion board.

"The Army is doing a much better job at sending soldiers to the board, but we're not getting more soldiers in the right MOSs," Raby said. "There were 1,486 vacancies in March, but there were 12,000 soldiers in those MOSs who were eligible to compete for promotion, but were not on the promotion standing list. When I say eligible I mean they have time in service and time in grade."

"But it's the commanders and the NCOs in the field that have to determine if soldiers are ready to be NCOs. We just need to focus on getting soldiers trained up and ready to become noncommissioned officers." (ARNEWS)

Reserves get more fulltimers

By Joe Burlas

WASHINGTON — With the planned addition of about 5,500 full-time support personnel to the Army Reserve and 12,000 to the Army National Guard over the next 10 years, reserve-component units should be better prepared to meet the challenges of the Army's high operational tempo, according to Army officials.

The 2001 National Defense Authorization Act began the full-time support ramp-up of more Army Guard/Reserve soldiers and military technicians a year earlier than originally slated, said Col. Bruce Wilson, a force development director with the Army's Deputy Chief of Staff for Operations Office.

"I just talked to congressional leaders this past week and they remain committed to increasing our full-time support," Maj. Gen. Thomas J. Plewes, chief of the Army Reserve, told attendees at a 99th Regional Support Command Commanders' Conference in Pittsburgh Feb. 24. "Our full-time force is a real success story. While the Air Force Reserve is manned with fulltimers at about 33 percent of its authorized strength, the Army Reserve has been getting the job done with about 10 percent."

The need for more AGRs and military technicians in the Reserve, Plewes explained, is due to the increased operational tempo of the Army over the past 10 years which has placed heavy demands on the Reserve.

Military technicians work as Department of the Army civilians during the normal workweek and as reservists during their units' drill weekends. AGRs work as soldiers both during the workweek and drills.

"Getting increased full-time support has been the Reserve and National Guard chiefs' number one priority," Wilson said. "This initiative backs up the chief of staff of the Army's commitment to fully integrate the Army's reserve component with the active component and is very important to the transformation effort." (ARNEWS)

Voucher procedures change

Split disbursements now required

When sending in your TDY vouchers the Budget office needs one copy of the DD Form 1351-2 (settlement voucher), two copies of TDY orders, and the original plus one copy of all receipts.

The Budget Office needs you to provide all required copies as they do not have the manpower to make more copies.

Each claimant must also mark the split-disbursement box and an amount in the blank or the voucher will be sent back to you. If you do not have a credit card or did not use your card please state this on a note and attach it to the claim.

When filling out your vouchers be sure to put the state abbreviations.

For you that do not know, Linda Thompson has retired. Margaret Schulz is now the Budget Analyst, so please use her name on budget related documents.

A21M notebook computers coming

By Rob Williams

All recruiters in the Milwaukee Recruiting Battalion will be receiving new notebook computers for use under the ARISS system during the next several months.

According to Ron Moneyhan, Battalion Information Management Officer, the new computers are being configured now and will be given to recruiters a company at a time.

The A21M Notebook Computer is an IBM ThinkPad and has an Intel Pentium® 700MHz CPU; 128mb of Random Access Memory; 12.1 inch Active Matrix Liquid Crystal Display; 512kb Cache, 8x Digital Video Disc player, 20x Compact Disc-Read Only Memory player; two PCMCIA expansion slots; an Li-Ion rechargeable battery; 18GB Hard Drive; 56kb Modem; Windows 2000 operating system; carrying bag; 3-1/2" floppy drive upgraded to an LS-120MB Super Disk Drive; and an upgraded 5-year system warranty with next business day advance replacement. Each station will also receive one TV video adapter card for television compatibility.

Proposed company deployment schedule is: Milwaukee, Apr. 3-5; Portage, Apr. 6-12; Northwoods, Apr. 12-13 and May 1-2; Fort McCoy, May 2-4 and 11; and Iron Mountain, May, 11, 14 and 15. Dates are subject to change.

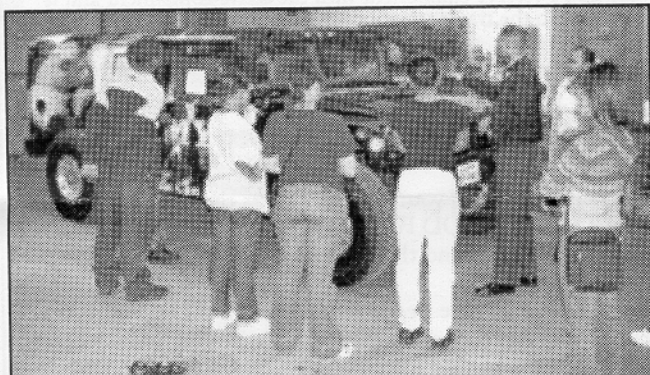
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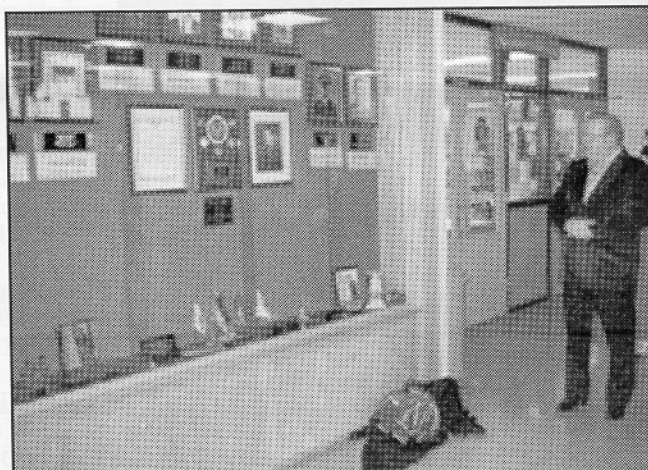
Members of the 84th Division go through an Expert Field Medical Badge qualification course at the Reserve Center in Milwaukee Mar. 3. The event was supported by the Milwaukee Recruiting Station.
(Photo by Andrew Madsen)



Sgt. 1st Class Jerry Clements, West Allis, Staff Sgt. Eugene Montoya, Kenosha, Staff Sgt. Rex Ramsey, Milwaukee North, and Sgt. Paul Wagner, Waukesha, discuss movements prior to presenting the colors for the Milwaukee Bucks and Philadelphia 76ers game on Mar. 17. The 84th Division Band played in the lobby before the game and the National Anthem before the game. (Photo by Andrew Madsen)



Staff Sgt. Rex Ramsey, Milwaukee North, talks with North Division High School students during a presentation by the Multiple Exhibit Vehicle. The wrapped Hummer was brought to the Milwaukee area by Sgt. 1st Class Gregory Clark from the Recruiting Support Brigade. (Photo by Rob Williams)



Gary Wetzel unveils a new display at the Oak Creek High School honoring former students who made the ultimate sacrifice while serving in the military. Wetzel is a graduate of Oak Creek and is also a Medal of Honor recipient. All branches of the service and many local organization participated in the dedication. (Photo by Rob Williams)



The 84th Division band plays the National Anthem at the beginning of the Milwaukee Bucks and Philadelphia 76ers game Mar. 17 during Army Appreciation Night. (Photo by Andrew Madsen)



Sgt. 1st Class Steven Pullins, Adventure Van Exhibitor from RSB, Fort Knox, Ky., is interviewed by TV9 News at the Eagle River Snowmobile Races Jan. 19. (Photo by Andrew Madsen)

News to use

TRICARE Prime Remote for Active Duty Family Members

By Terry Zolock, USA MEDCOM

With passage of the National Defense Authorization Act (NDAA) for 2001, TRICARE Management Activity (TMA) is planning to implement a new benefit, TRICARE Prime Remote for Family Members (TPRFM).

Beginning April 2002, active duty family members who reside with their TRICARE Prime Remote (TPR) eligible sponsors in remote locations will be eligible to enroll in TRICARE Prime Remote for Family Members. Locations designated as TRICARE Prime Remote are generally more than 50 miles in distance or a one-hour drive time from a military medical treatment facility.

"While details for enrolling in the TRICARE Prime Remote for Family Members program are still in the development stages, there is a 'waive charges' clause which will provide interim relief to active duty family members who reside with their TRICARE Prime Remote eligible active duty sponsor," said Coast Guard Lt. Cmdr. Robert Styron, TRICARE Prime Remote regional operations officer, TMA.

As an interim measure, starting October 30, 2000, until the implementation of TPRFM, cost shares and deductibles are eliminated for active duty family members who accompany their sponsors on assignment to a remote location. "Active duty family members living in remote locations with their TRICARE Prime Remote eligible sponsors will be eligible to have their cost shares and deductibles waived until the TRICARE Prime Remote program for Family Members is implemented," said Styron.

Sponsors and family members are encouraged to keep track of all fees paid from Oct. 30, 2000, (the day the President signed the NDAA into law) until the implementation of TPRFM. This will enable them to apply for reimbursement once the program details are finalized. Once the new pharmacy cost shares

structure begins in Spring 2001, the new pharmacy cost shares will no longer be covered as waive charges.

Starting April 2002, enrollment in TRICARE Prime Remote for Family Members will be optional for active duty family members who reside with their sponsors in designated remote locations. You can verify your sponsor's TPR eligibility on the TRICARE Prime Remote Web site at www.tricare.osd.mil/remote.

When TRICARE Prime Remote for Family Members is implemented, eligible active duty family members choosing to enroll will enjoy a TRICARE Prime-like benefit. The TRICARE Prime access standards, cost shares and other benefits will apply.

According to Styron, active duty family members often told him: "My sponsor and I were assigned where there is no military health care available except TRICARE Standard, which costs me money. If we were assigned to a military installation or lived within close proximity to an MTF, we could get all of our healthcare with little or no out-of-pocket costs." This new program corrects that inequity.

Active duty sponsors are encouraged to contact the Defense Enrollment Eligibility Reporting System (DEERS) to verify that information for themselves and their family members is correct. Eligibility for TRICARE Prime remote for Family Members will be based on DEERS data. Sponsors may call DEERS personnel at the Defense Manpower Data Center Support Office toll-free at 1-800-538-9552. Sponsors and family members can also update their addresses for DEERS on the Military Health System/TRICARE Web site at www.tricare.osd.mil/DEERSAddress/.

Additional information on the TRICARE Prime Remote benefit for active duty family members, and the waive charges clause is available on the TRICARE Prime Remote Web site at www.tricare.osd.mil/remote.

Option to increase Montgomery GI Bill benefits begins May 1

by Master Sgt. Jon Connor

WASHINGTON (Army News Service, April 11, 2001) - Participants in the Montgomery GI Bill program will be given the option starting May 1 to increase their monthly stipend up to \$800.

Educational benefits legislation enacted into law in November contained a program that will allow MGIB participants the opportunity to make new contributions maximizing the total for soldiers serving on active duty three or more years to \$28,800, an increase of \$5,400.

This amount, combined with annual cost-of-living increases, will definitely help offset education costs for service members, said Lt. Col. George Richon, chief of Recruiting Resources Branch, Enlisted Accessions Division under the Army's Deputy Chief of Staff for Personnel. The payment will be matched by a 9-to-1 return on investment if the complete 36 months of benefit is used, Richon said.

The minimum contribution is \$20, and can be made monthly carried over whatever amount of months enrollees decide, up to a maximum total \$600 contribution toward the existing MGIB benefit.

All contributions are nonrefundable, Richon said.

Army education centers will supply the DD Form 2366 and payment documents to begin the additional contribution. Actual payment arrangements will be made at the local installation's finance office.

Only those personnel who entered active duty on or after July 1, 1985 and enrolled in the MGIB program during the first two weeks of active duty are eligible to participate. Those "hundreds of thousands" of eligible individuals hoping to participate in the optional benefits program must contribute the additional funds only while serving on active duty, Richon said.

Since the MGIB program began July 1985, 89.7 percent of the soldiers it is offered to have enrolled in it, Richon said. For 2001, the figure is at 95 percent, he added.

Those soldiers who were on active duty Nov. 1, 2000 but will separate prior to May 1, 2001, have until July 31 to contribute through their servicing VA office. Army education centers will inform eligible members separating prior to May 1 of the option program.

Eligible soldiers separating are encouraged to contact the Department of Veterans Affairs at 1-888-GIBILL1 or www.gibill.va.gov/education/benefits/htm for payment procedures.

Employees must catch TSP errors, new rule says

By Brian Friel, DFAS

Federal employees are responsible for catching errors in their Thrift Savings Plan accounts, a new rule for the 401k-style investment plan says.

The Federal Retirement Thrift Investment Board, which runs the TSP, issued a final regulation on March 12 that puts the onus on employees to spot errors that affect how their money is invested.

"Just as users of commercial services are expected to review statements recording transactions in their accounts and to assert their rights in the event of an error, so are TSP participants," the board's regulation said.

Errors can happen when employees shift their money among the TSP's three

investment options, a transaction known as an intra-fund transfer, or when employees change the way future TSP contributions are allocated among the three options, known as a contribution allocation.

When employees make either of those changes, they receive a notice confirming that the transaction took place. Employees also get regular statements of account activity, which can tip employees off to mistakes in intra-fund transfers and contribution allocations.

Employees should review confirmation notices and statements as soon as possible for such errors. They have 30 days from the date they receive the notice or statement to file a correction request, under the new regulation.

Family Ties

Survived winter — on to a 'flowerful' spring

By Sandi Miller

"I've had my first experience at being a 'writer' — now I'm having my first experience at 'writer's block.'"

Well, we officially survived our first winter in Wisconsin. This was nothing new to John since he went to school in the UP, but I feel like I have made a major accomplishment. As proud owners of a new snow blower, we got our "required usage" in December alone. My mathematical husband determined we must snow blow 10 times a year to "pay" for the blower. We could have used it a time or two after December, but the *new* had worn off and John decided that just packing down the snow with our car was sufficient. The *new* "toy" had lost its appeal.

Spring is in the air! I think here in the North, Spring means you measure snow in inches instead of feet. Soon enough the flowers will be blooming and we'll have that sense of a new beginning. I'm not sure exactly what it is about Spring, maybe it's as simple as the chil-

dren playing outside instead of inside, but it just makes you feel good all over and I am sure glad it is here!

The Miller family is approaching our first year here at the Milwaukee Battalion. I can't say I know that much more than when we first arrived (maybe a few things) — but I have come to accept the "recruiting way of life." I won't say it's great, because I love my husband and want him home more often than not. But until that rich Uncle leaves us a bundle or we win the lottery — I try to remember there are worse jobs out there.

Did I ever mention the first year of our marriage was spent with John deployed to Bosnia? I guess one thing to remember is there is always someone out there that has it worse than us.

Now on the flip side of that coin, there are some out there working the basic 9 to 5 weekdays — let's not dwell on those folks, let's hope they get recruiting orders.

I hope everyone has a warm, flowerful (we make up words in the South when one is not available) Spring.

Baby Report

Andrew Madsen, Bn. A&PA, and his wife Heather, have a new daughter, Madeleine Margaret, born on Jan. 2. She weighed 8 pounds and measured 20.9 inches long.

Sgt. Brian Wilkins, Milwaukee North, and his wife Tennille, have a new son, Jalen Michael, born Jan. 13. He weighed 9 pounds, 6-1/2 ounces and was 21-3/4 inches long.

Sgt. 1st Class Vincent Letteriello, Escanaba, and his wife Lindsey, have a new daughter, Morgan Anne Moreen born Feb. 26. She was 8-1/2 pounds and measured 19-1/2 inches long.

Sgt. Antwan Jones, Shorewood, and his wife, Paula Danielle, have a new daughter, Gabre'al Kri'shal, born March 13. She was 6 pounds, 15 ounces and was 19 inches long.

Scam Notice: Don't dial Area Code 809

WARNING!!! WARNING!!!

Folks, This happens time and again. It has been on 60 minutes and Dateline. Don't get caught!

Please be alert to this and do not put yourself in a bad predicament. Thanks!

— Jim Weise

USAREC Attorney Advisor

"Do not respond to emails, phone calls, or web pages which tell you to call an 809 phone number. This is a very important issue of Scam Busters because it alerts you to a scam that is spreading quickly, can easily cost you \$24,100 or more, and is difficult to avoid unless you are aware of it.

This scam has also been identified by the National Fraud Information Center and is costing victims a lot of money. There are lots of different permutations of this scam, but here's how it works:

You will receive a message on your answering machine or your pager, which asks you to call a number beginning with area code 809. The reason you're asked to call varies. It can be to receive infor-

mation about a family member who has been ill, to tell you someone has been arrested, died, to let you know you have won a wonderful prize, etc.

In each case, you are told to call the 809 number right away. Since there are so many new area codes these days, people unknowingly return these calls. If you call from the U.S., you will apparently be charged \$2,425 per-minute.

The point is, they try to keep you on the phone as long as possible to increase the charges. Unfortunately, when you get your phone bill, you'll often be charged more than \$24,100.

Why it Works. The 809 area code is located in the British Virgin Islands (The Bahamas). The 809 area code can be used as a pay-per-call number, similar to 900 numbers in the U.S. Since 809 is not in the U.S., it is not covered by U.S. regulations which require that you be notified and warned of charges and rates involved when you call a pay-per-call number.

There is also no requirement that the com-

pany provide a time period during which you may terminate the call without being charged. Further, whereas many U.S. phone companies have 900 number blocking to avoid these kinds of charges, 900 number blocking will not prevent calls to the 809 area code.

The recommendation is that no matter how you get the message, if you are asked to call a number in the 809 area code that you don't recognize just disregard the message. Be wary of email or calls asking you to dial an 809 area code. It's important to prevent becoming a victim of this scam, since trying to fight the charges afterwards can become a real nightmare. That's because you did actually make the call. If you complain, both your local phone company and your long distance carrier will not want to get involved and will most likely tell you that they are simply providing the billing for the foreign company.

You'll end up dealing with a foreign company that argues they have done nothing wrong.

Spouse survey to help shape Army family support

By Harriet E. Rice

ALEXANDRIA, Va. (Army News Service, March 20, 2001) — A family-support survey will be mailed in early April to 20,000 Army spouses selected at random, researchers said.

The Survey of Army Families IV will give spouses a chance to paint a day-to-day picture of Army family life from their perspective. Researchers said they want to capture that knowledge so senior leaders can use it to improve family support.

"We want spouses to tell us what it's like to walk a mile in their shoes out there wherever they are," said Dr. Richard Fafara, senior research analyst at the U.S. Army Community and Family Support Center. "They know best what affects their lives and we value their comments."

The 104 questions in this year's survey ask spouses to uncover family concerns and needs. From housing, relocation and childcare, to youth services and other issues that impact Army families,

the goal of the survey is to paint a picture of emerging trends.

"The spouses who respond are really catalysts for change," said Fafara. "Responses to the first three surveys, conducted in 1987, 1991 and 1995, led to changes that benefit today's spouses and family members. Programs such as spouse employment, education, family readiness groups, childcare and youth services all look different today, thanks to input from spouses in those surveys."

For example, Army Community Service Employment Readiness Programs assist spouses by matching skills and experiences with suitable jobs. Spouses who volunteer learn how to document that volunteer time as work experience, enabling them to build a history of leadership experience, skills and growth, Fafara said.

An outgrowth of the 1991 survey, conducted after Operation Desert Storm, resulted in the establishment of Army Family Team Building. Thousands of family members have attended AFTB classes and have a clearer understanding of Army culture and

traditions as well as the many programs, services, and benefits available to them.

"The knowledge they've gained from AFTB helps them cope better with daily stresses of military life, especially those surrounding deployment," added Fafara.

"If there are past participants whose friends or neighbors receive a survey, I hope they encourage the recipients to take their selection seriously and spend the 30-45 minutes it takes to answer the questions," said Fafara.

Heads-up notices were mailed to selected participants in mid-March. The survey packets include postage-paid return envelopes, and officials encourage spouses to fill out and return the questionnaire as soon as possible.

(Editor's note: Harriet E. Rice is the public affairs officer for the Community and Family Support Center. CFSC is a Headquarters Department of the Army agency and has oversight for Army morale, welfare and recreation programs.)